What is the Policy for using Chat?
NWS Directive 10-1722 will be updated for NWSChat 2.0.

What's the proper way to log into NWSChat 2.0?
Users of the desktop application can log in directly from the app. In a browser, navigate to the URL that has been provided to you when signing up.

What's the timeline for NWSChat 2.0?
www.noaa.gov/NWSChat see timeline.

Where will resources and updates be hosted?
NWS Partners - www.noaa.gov/NWSChat

Can I create a channel?
In NWSChat 2.0, normal users cannot create channels, but every office will have at least one Workspace admin that can do that once they are on-boarded early in 2023.

Can I change my display name?
All names follow established naming conventions found here. Names may not be edited by a non-admin.

Can I delete a post?
In NWSChat 2.0, normal users cannot delete posts, only Admins have that ability. Even a deleted post will still be in the FOIA archive.

Are DMs (Direct Messages) private?
Yes, a DM is private to the participants (Slack allows up to 8 in a DM). However, these are archived for FOIA purposes.

What is archived for FOIA purposes?
Our Slack instance will maintain all information indefinitely. However, we do maintain an archive outside of Slack which contains all messages, channels, DMs, users, etc.

Where do we find and are we allowed to install the Slack apps?
For NWS Partners - You are more than welcome to install the Slack apps. You may find them at https://slack.com/downloads/windows and https://slack.com/downloads/mac

What about the NWSBot?

The new bot is called WxBot, and will initially provide all of the same information as the NWSBot in NWSChat legacy. In the future, it will likely be modified to provide even more data than the legacy provides. Example seen at #bot-all-alerts

What about the Map?
We encourage users to use our newer mapping Viewer at viewer.weather.noaa.gov or for just radar see radar.weather.gov.

What is the workspace?
The **NWSChat 2.0** workspace is our operational space, where NWS and Partners will engage in operational collaboration.

What is the difference between channels and connections?
The **channels** are in our (NWS) Slack instance. **Connections** are channels that are shared with another organization (only Slack at this time).

Are shared accounts for login allowed?
No, for security, configuration, license and user tracking purposes we can not allow shared accounts. Everyone who needs an account must register independently, and if needed this can be projected onto a SA Display in an Ops Center, etc…

What are troubleshooting procedures?
For non-NWS users administrative/registration issues please contact your office or in NWSChat 2.0. If NWSChat 2.0 is not working contact nco.ops@noaa.gov

What training will be available?
For non-NWS users a basic guide is available on noaa.gov/NWSChat and within the partners help channel.